

Appointment Type: Permanent
Working Time: Full Time
Reference Code: 20508 e
Opening Date: 03/02/2010
Closing Date: 03/04/2010

Desktop Support (ITS3)

\$ 4,114 - \$ 5,395 (Monthly) Range 58 with a comprehensive benefits package!

Agency Information

The Department of Corrections is seeking a highly motivated and qualified individual for a Desktop Support, Information Technology Specialist 3 position, located at the Department of Corrections Headquarters, in Tumwater, Washington.

APPLICATION PROCESS:

IN ORDER TO BE CONSIDERED FOR THIS POSITION, WHEN APPLYING, YOU MUST INCLUDE A LETTER OF INTEREST EXPLAINING IN DETAIL HOW YOU MEET THE REQUIRED AND DESIRED QUALIFICATIONS OF THIS POSITION AS OUTLINED IN THIS RECRUITMENT.

Agency Profile:

The Department of Corrections, as a partner in the criminal justice system, enhances public safety, administers criminal sanctions and programs in accordance with the law, and provides leadership for the future of corrections in Washington State.

Agency Mission: To Improve Public Safety.

DOC offers:

- Hundreds of rewarding and exciting careers
- Flexible schedules
- Comprehensive compensation packages
- Training and development opportunities
- Tuition reimbursement
- The fulfillment of public service

The Department consists of the Office of the Secretary, Prisons Division, Community Corrections Division, Government, Community Relations & Regulatory Compliance Division, Administrative Services Division, Offender Treatment & Re-Entry Programs Division, and Health Services Department. The Department employs over 9,000 staff and has a biennial budget of approximately \$1.8 billion.

For additional information about the Department of Corrections, please visit www.doc.wa.gov.

Duties

Independently provide end-user support for program applications, operating systems, computer hardware, peripheral devices and network hardware which includes installation, maintenance, upgrades, troubleshooting, problem resolution, replacement and acquisition. Use established work procedures in responding to customers submitting Service Desk Express (SDE) Tickets for problem resolution. Ensure that priorities are followed and resolution is completed in the allotted timeframe (1 business day) as noted in the SDE system. Log and maintain details of service desk tickets and asset management/inventory using SDE. Effectively communicate inventory changes, via SDE, following instructions and procedures or regional instructions for inventory control. Provide customer support via telephone, e-mail, intranet and onsite, ensuring that customer issues are resolved to the customer's satisfaction.

Provide full participation in IT projects, as a team member or technician, by offering constructive feedback and influencing a positive outcome. Adapt to changing business needs to achieve successful solutions and results within the scope of the project. Participate in WSUS patch testing and assist with software certification. Assist in providing assessment of problems in relation to LAN/WAN devices (servers, workstations, printers, switches, cabling, etc.) Test network cable segments. Coordinate duties with IT and other agency staff as needed.

Present ideas effectively, clearly and concisely in formal and informal situations. Listen well and asks good questions. Communicate well in writing. Keep supervisor and co-workers informed. Share complete and accurate information with others. Actively resolves conflicts and demonstrates effective conflict management skills. Build and maintain effective networks of contacts that are useful in achieving work-related goals.

Qualifications

REQUIRED QUALIFICATIONS:

- Minimum of six (6) months as an Information Technology Specialist 2 or equivalent or higher.

PREFERRED/DESIRED QUALIFICATIONS:

- Bachelor's degree including nine (9) semesters or fifteen (15) quarter hours of computer science courses from an accredited college or university whose accreditation is recognized by the U.S. Department of Education and the Council for Higher Education Accreditation (CHEA), AND two (2) years of experience analyzing, installing and/or maintaining computer software applications, hardware, or telecommunications or network infrastructure equipment or providing customer or technical support in information technology.

OR

- An Associate's degree or completion of a vocational training program from an accredited college or university whose accreditation is recognized by the U.S. Department of Education and the Council for Higher Education Accreditation (CHEA), in information technology or related program AND three (3) years of experience analyzing, installing, and/or maintaining computer software applications, hardware, or telecommunications or network infrastructure equipment or providing customer or technical support in information technology.

PLEASE NOTE: Experience analyzing, designing, installing and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment or providing customer or technical support in information technology will substitute for education on the basis of one (1) year of experience for two (2) years of education.

SPECIAL REQUIREMENTS/CONDITIONS OF EMPLOYMENT:

- Must pass a NCIC criminal justice records check.
- Required to sign and comply with the IT Confidentiality Agreement.
- Must have a valid Washington Drivers License.
- Perform well within a team environment and demonstrates professionalism and courtesy at all times.
- Work quickly and accurately in a fast-paced, stressful environment.
- Read/Comprehend electronic and physical manuals and documents related to computer functions.
- Perform Essential Functions in an "open concept" (low walls) environment.
- Must be flexible with changes to work schedule due to need for incident response.
- Must provide off-hours contact information for emergencies.
- Must be able to lift in excess of forty five (45) pounds.
- Many tasks performed are hand intensive, involving frequent bending, reaching and grasping with two hands.
- Willing to travel throughout region of employment or to other regions which may require overnight stay.
- Willing to enter into Department of Corrections secured confinement facilities for extended periods of time, and abide by applicable policies and procedures of these facilities.

Special Notes

Please consider the following when deciding whether to apply for this opportunity:

All Department of Corrections' employees are fingerprinted for a criminal history background check; and

All DOC facilities are smoke and/or tobacco free.

You must also complete the entire Application Wizard, however, completion of the Diversity Profile Questionnaire is optional. To ensure you complete the entire application, once in the Application Wizard, scroll to the right of the page and use the arrows to go to additional tabs. Remember to click on "Save" at

the bottom of each tab to ensure your entries are saved. Be sure to also unlock your profile and keep your email address and other contact information current.

For further information about managing your application and profile, please refer to "Manage Your Job Applications and Profile" link located under the "Tips & Help" heading within www.careers.wa.gov.

Other Information

Washington State Employees enjoy outstanding comprehensive benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; flexible work hours; training; and state retirement plans. For more information please visit: <http://www.doc.wa.gov/jobs/benefitsummary.asp>.

The Core Competencies for all Department of Corrections' employees include: Safety, Treats Others with Respect and Courtesy, Dependability, Accountability, Judgment and Problem Solving, Leadership, Communication, Relationship Building, and Ethics and Integrity.

The State of Washington is an equal opportunity employer. Persons with a disability who need assistance in the application or testing process, or those needing this announcement in an alternative format, may call (360) 664-1960 or toll free (877) 664-1960 or Telecommunications Device for the Deaf (360) 664-6211. For questions about this recruitment, email clvanderhule@doc1.wa.gov.

How to Apply

For job seekers who are not permanent state of Washington employees:

1. Go to <http://careers.wa.gov/SearchAndApply.htm>.
2. If you are a new user, click on Register Now under the heading: **New Users**. Complete the fields under the **Registration** page. Remember to read and confirm acceptance of the Data Privacy Statement under the **Data Privacy Statement** header. Click Register. You are encouraged to build your profile in the system by clicking Option 1: Build Resume Profile under the header **My Resume**. Returning users can log-in by clicking the Job Seekers Login button.
3. Click on Apply Directly under the heading **My Job Search and Applications**.
4. In the reference code field, enter NB00020508* and click on Start Search.
5. Click on the link Desktop Support (ITS3), Tumwater, WA under the **Job Posting** column heading to view the complete announcement and apply.
6. Click through all the tabs along the top to complete your application and a questionnaire.
7. Attach your current resume through the **Attachments** tab.
8. Submit a cover letter summarizing how your knowledge, skills and abilities meet the minimum qualifications of this position under the **Cover Letter** tab.
9. Your application will not be submitted until you hit the **Submit** button under the **Send Application** tab. Make sure to review all your information as you will not be able to edit your application once it has been submitted.
10. If you would like to see the status of your application, click on View Profile and Application History Statuses and Scores under the **My Job Search and Application** column heading on the

External Job Seeker Start Page. You will be able to view your questionnaire scores on this page, including the latest status of all your applications.

Help is available

- A users' guide for applying to jobs is available at <http://careers.wa.gov/help/>.
- If you need assistance applying for this job, please call DOP at (360) 664-1960 or 1-877-664-1960 or e-mail Information@dop.wa.gov.